

PATIENT AND FAMILY ADVISORY COUNCIL (P F A C)

What is a PFAC?

Collaborative partnership among patients, families, caregivers and practice leadership to share the patient and family perspective about the health care experience.

Are you interested in becoming a member of our Patient Family Advisory Council?

We would love to hear from you! Our patient advisors meet bi-monthly to discuss current issues within our practice, ways to improve patient flow and communication. We want to know what our patients want and need to help all involved to achieve the optimal patient experience. If interested in learning more about our PFAC group, please call Cherie Martin, Practice Manager at 513-648-7658.

Patient Satisfaction Scores

Every month, patients from our practice are randomly chosen to complete a survey about their patient experience. Our average overall score is **95.8%**. We'll report on our recent scores in each issue of this newsletter. Thank you for taking time to complete this survey... we value your feedback!



Practice Updates

Dr. Burghard has returned back from medical leave. During this time, Missy and Alexia answered phones and assisted you with any needs you may have had. *We appreciate your patience and understanding during this time.*

HEALTHY Habits

May is Mental Health Month!

A healthy lifestyle can help to prevent the onset or worsening of mental health conditions like depression and anxiety. Eating healthy foods, managing stress, exercising, and getting enough sleep can go a long way in making you healthy all around.

While mental illness affects a significant portion of the U.S. population, the National Institute of Mental Health indicates that only about half of those living with mental illness receive treatment. Mental illnesses are common and treatable. Talk with your provider if you need help. To learn more about mental health, visit:

<https://www.nimh.nih.gov/index.shtml> or <https://mentalhealth.gov/>.

New Shingles Vaccine - Shingrix

Shingles vaccination is the only way to protect against shingles and postherpetic neuralgia (PHN), the most common complication from shingles. The Centers for Disease Control (CDC) recommends that healthy adults 50 years and older get two doses of the new shingles vaccine called Shingrix®.

Shingrix provides strong protection! Two doses of Shingrix is more than 90% effective at preventing shingles and PHN. Protection stays above 85% for at least the first four years after you get vaccinated. Shingrix is now the preferred vaccine, over Zostavax®, a shingles vaccine used since 2006.

Who Should Get Shingrix? Healthy adults 50 years and older should get two doses of Shingrix, separated by 2 to 6 months. You should get Shingrix even if in the past you:

- had shingles in the past
- received Zostavax
- are not sure if you had chickenpox

*Adapted from:

<https://www.cdc.gov/vaccines/vpd/shingles/public/shingrix/index.html>

Yankee Internal Medicine now has a website dedicated to our practice. Visit us at TheChristHospital.com/Primary-Care